

CRISIS INTERVENTION SPECIALIST

Purpose:

To provide crisis intervention and advocacy services to individuals and families as requested by Tempe Police, Fire, and Social Services departments.

Supervision Received and Exercised:

Receives direction from the Social Services Coordinator.

Essential Functions:

Duties may include, but are not limited to, the following:

- Provide mobile crisis intervention service for CARE 7. Respond to crisis calls from Police and Fire. Assess client needs and facilitate fulfilling these needs. Provide victim advocacy (court accompaniment, act as liaison for victim(s) with court/police personnel, locate resources for victims).
- Send e-mail follow up information/thank you notes related to calls to Police and Fire personnel.
- Coordinate follow-up services with school counselors, administrators, and teachers as needed. Familiarity with various community resources and services.
- Maintain Mobile Crisis van (check fluids, tires, wash van regularly, clean inside of van daily.) Maintain supplies (diapers, snacks, water, stuffed animals, etc.) and resources (brochures, first aid, paperwork, infection control, etc.) in van.
- Periodically review, update, and order CARE 7 office with brochures, resources, etc. Track calls in various daily, weekly, and/or monthly reports. Responsible for minutes at scheduled CARE 7 administrative meetings.
- Monitor and guide volunteers and student interns with job performance and written material. Co-facilitate training of new volunteers and interns.
- Conduct event planning with regard to volunteer recognition. Co-facilitate and plan monthly volunteer meetings.

CITY OF TEMPE

Crisis Intervention Specialist (continued)

Perform operation, paperwork, and procedure for Satellite Orders of Protection

program. Proficient in data entry with reports in Firehouse software program.

Provide call follow-up as needed to clients in the community.

Share holiday and weekend mobile unit duties.

Report any concerns directly to supervisor.

 Perform other duties such as assisting in the evaluation of operations of the recommending improvements, administered. assisting programs

implementing changes and objectives, participating in other task forces as

required, and attending professional training.

Perform related duties as assigned.

Minimum Qualifications:

Experience:

Two years of counseling or crisis intervention experience. Bilingual

(Spanish/English) skills are desirable.

Education:

Equivalent to a Bachelor's degree from an accredited college or university with major coursework in social work, counseling, psychology, criminal justice, or a

degree related to the core functions of this position.

Licenses/Certifications:

None

Examples of Physical and/or Mental Activities:

(Pending)

Competencies:

(Pending)

Job Code: 227

Status: Exempt / Classified

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